Figure 1 (Prior Art)

Destinations

Agent — 110

— 130

People or Network
Nodes

Agent — 110

—130

Devices

Agent — 110

Figure 2

Figure 3
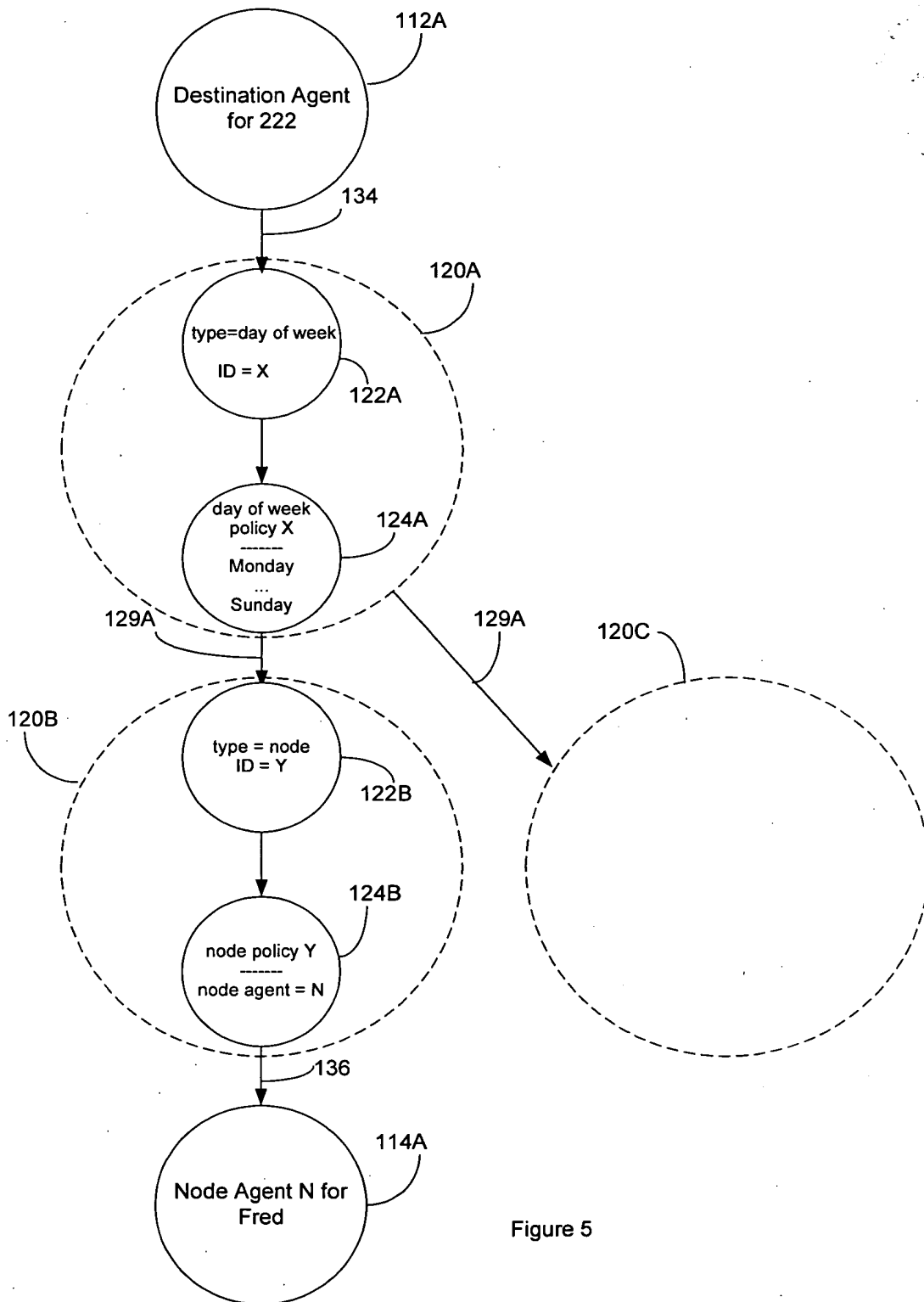
Figure 4

Figure 5

Types of Policy in Policy ID:

- Time of Day Policy
- Day of Week Policy
- Date Policy
- Calling Line ID Policy
- Group Policy
- Node Policy
- Device Policy

Figure 6A

Policies in Policies

Selection Policy in Group Policy:
- terminal
- circular
- broadcast
- longest idle

Destination Policy in Node Policy
- based on which destination was used to reach this node can choose a different policy path
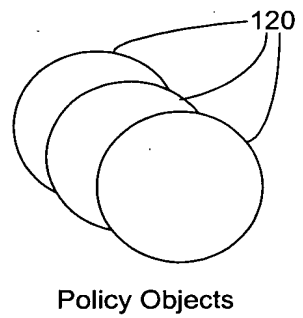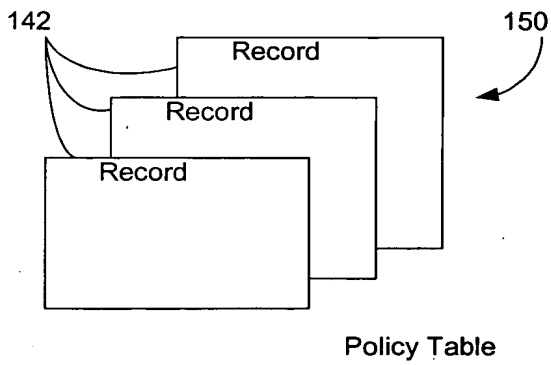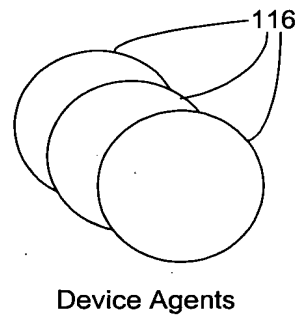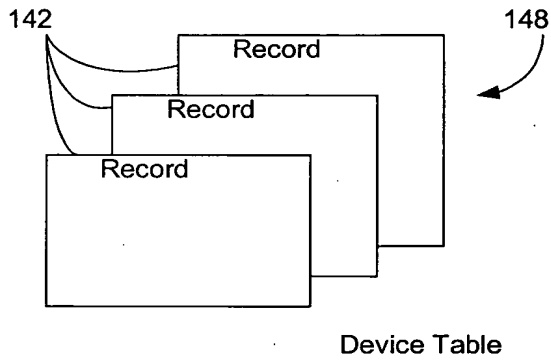
Figure 6B
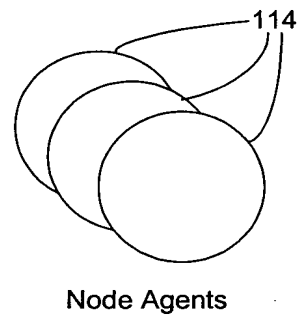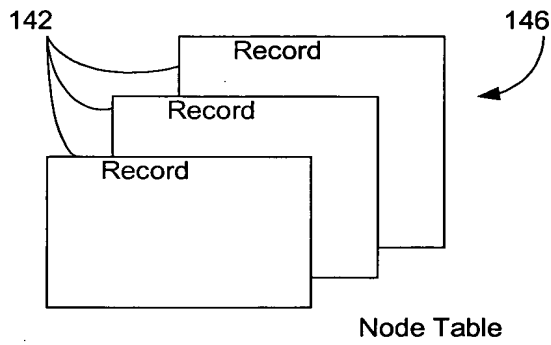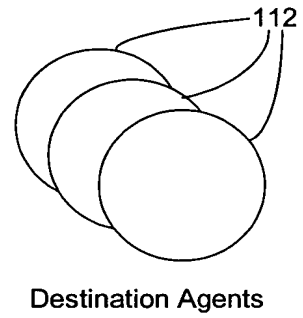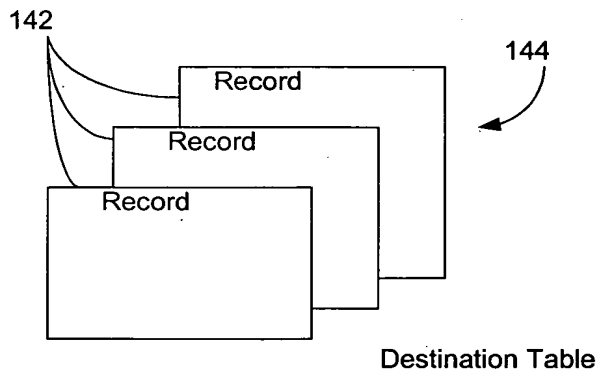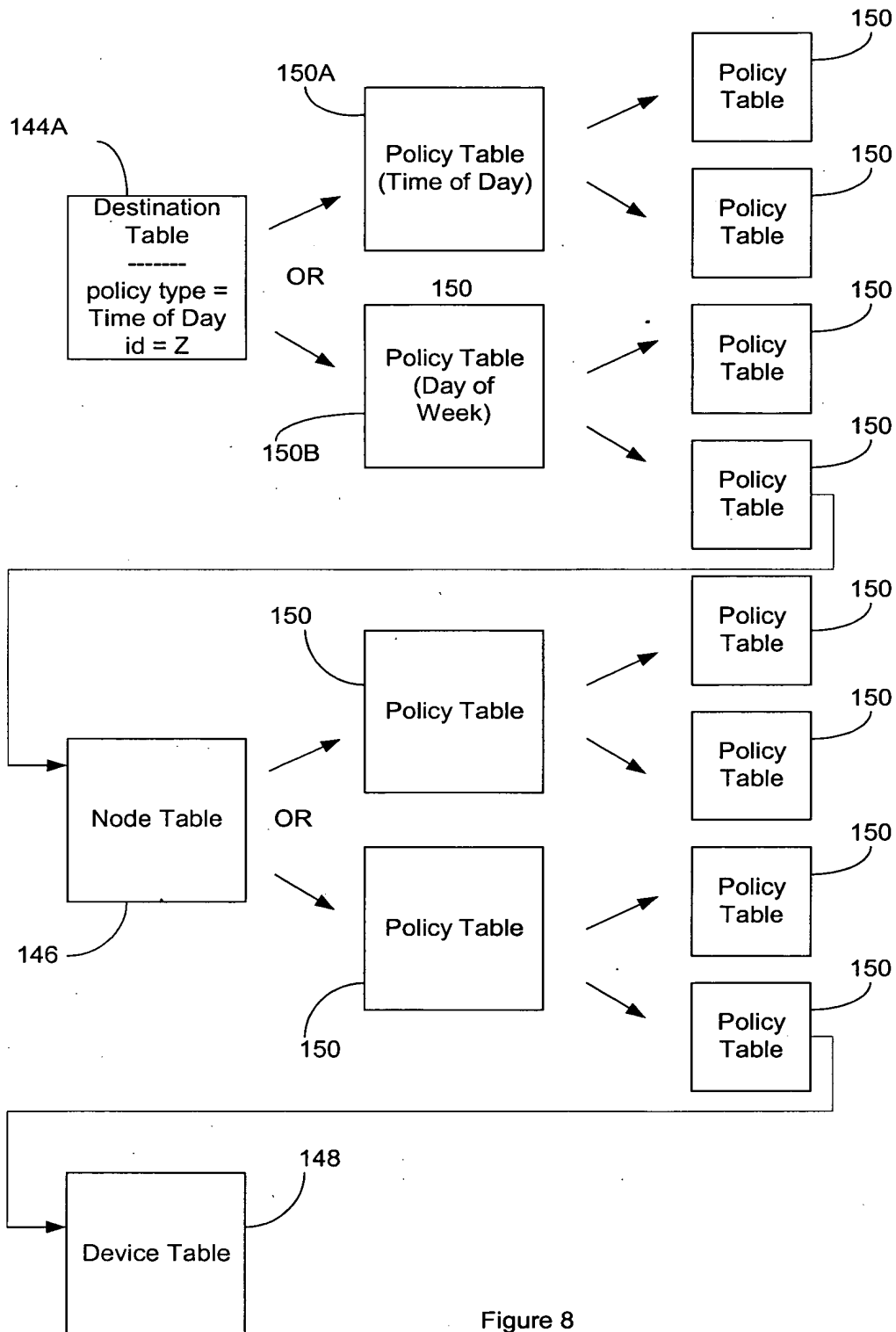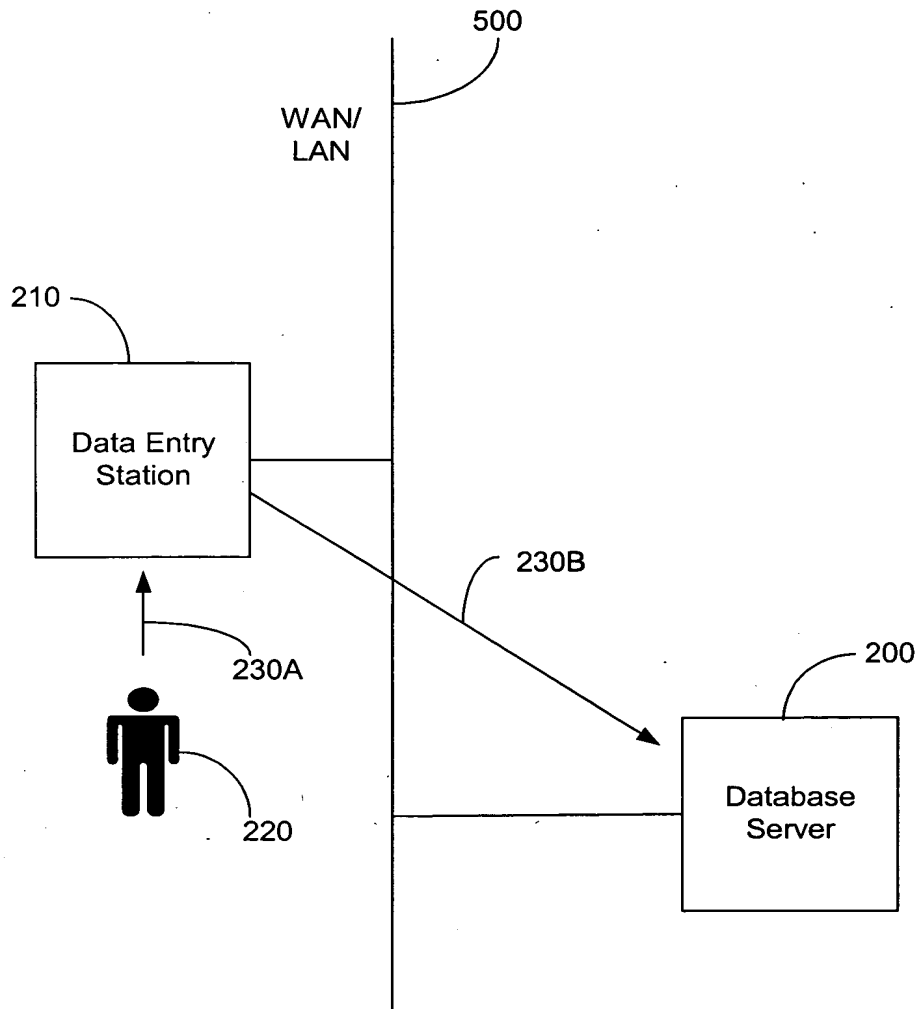
Destination Table

Node Table

Device Table

Policy Table

Destination Agents

Node Agents

Device Agents

Policy Objects

Figure 7

Figure 8

Figure 9

WAN/
LAN

500

200

Database
Server

100

230C

Communication
Server

220

Figure 10

Figure 11

212

| Destination 1 | Destination 2 | . . . | Destination N |

214

| Policy 1 | Policy 2 | . . . | Policy N |

216

| Person or Node 1 | Person or Node 2 | . . . | Person or Node N |

218

| Policy N+1 | Policy N+2 | . . . | Policy N+x |

219

| Device 1 | Device 2 | . . . | Device N |

Figure 12

Figure 13

112

222

120

Day off
Week

(Monday to Friday)

(Saturday, Sunday)

120C

(terminal hunt) Group 1

Group 2 (circular hunt)

120D

114B

114C

114A

114D

114E

Fred

George

John

Nancy

Mary

120D

Day of
Week

(Monday to
Friday)

(Saturday,
Sunday)

Phone 1

Phone 2

Phone 3

External
Number

Phone 4

Phone 5

116A

116B

116C

118A

116D

116E

Figure 14

John

114C

External Number
555-5555

118A

Figure 15A

Destination
(555-5555)

112B

nodes &
policies

Device X

116G

Figure 15B

John

114C

Device X

116G
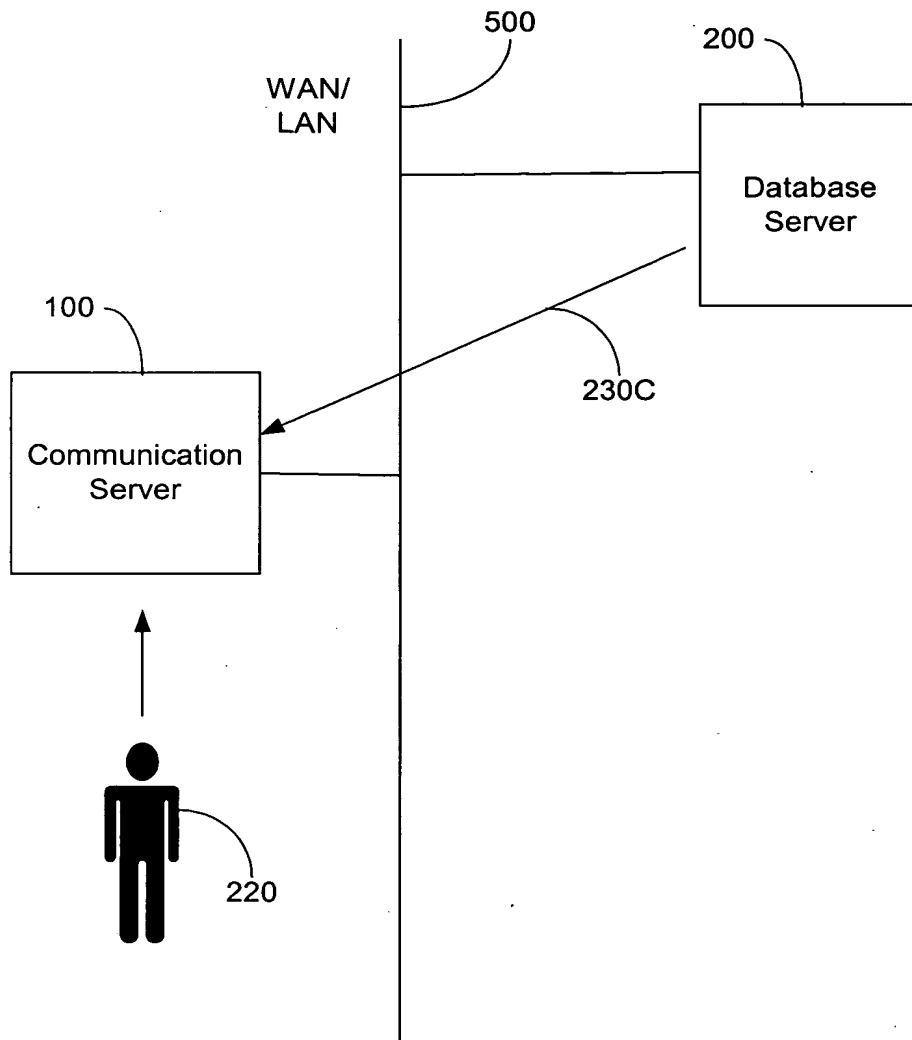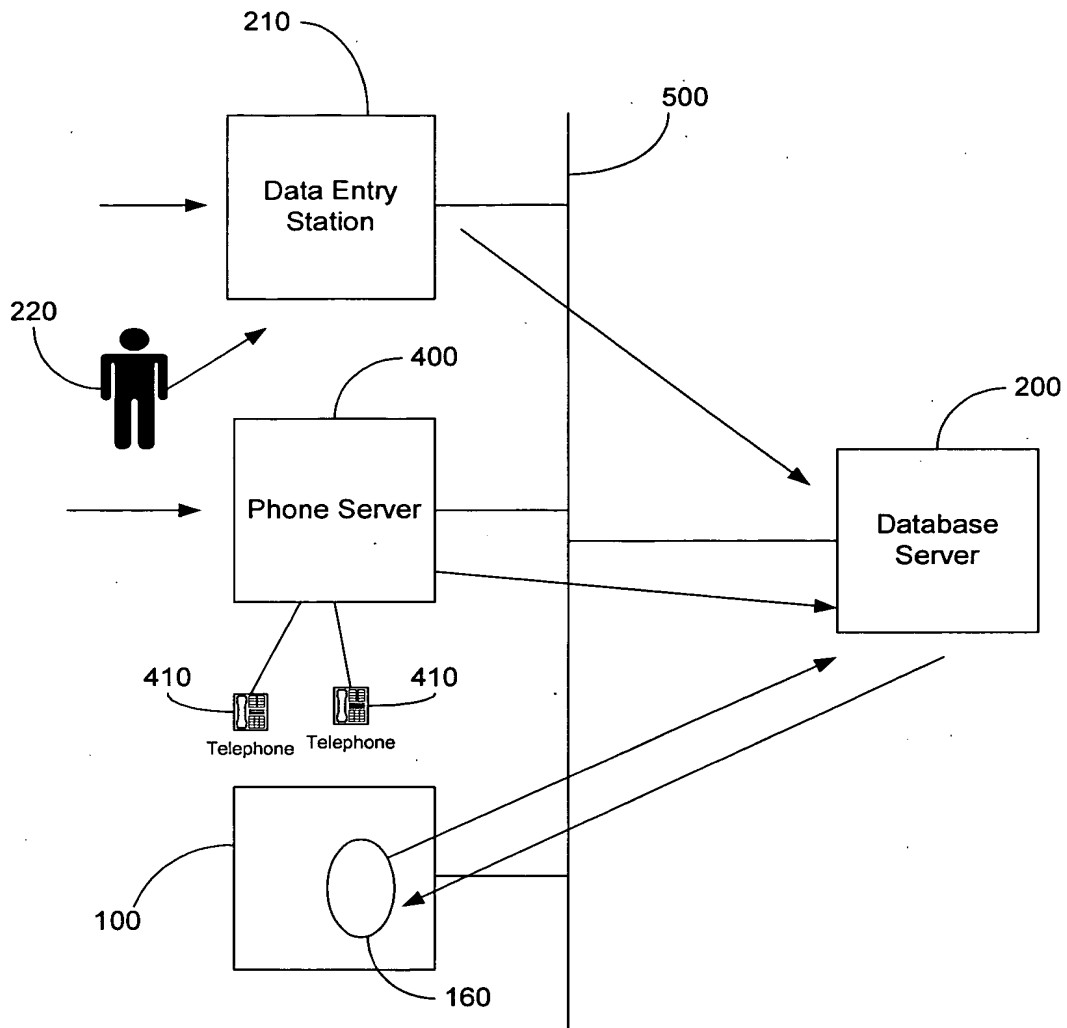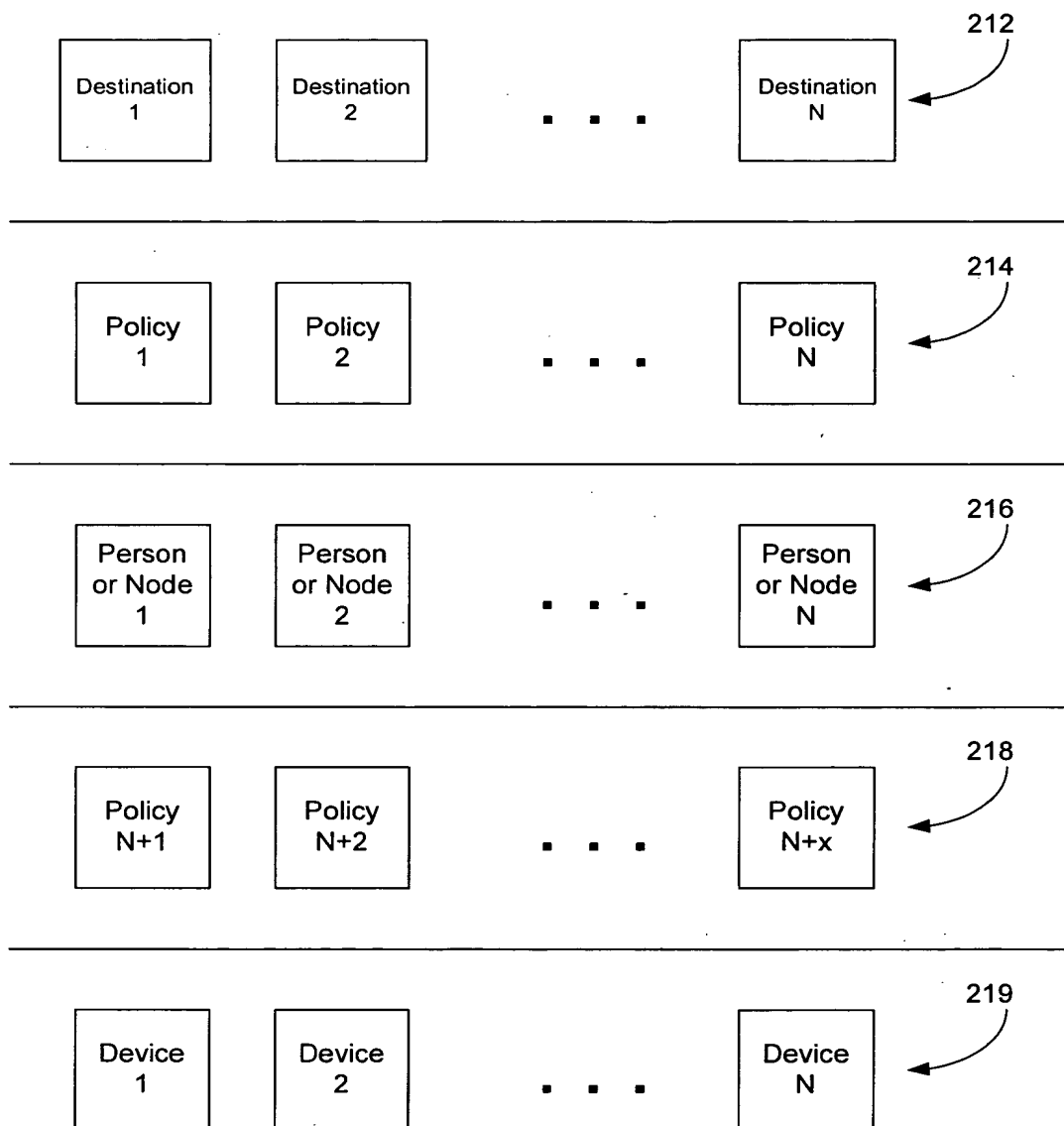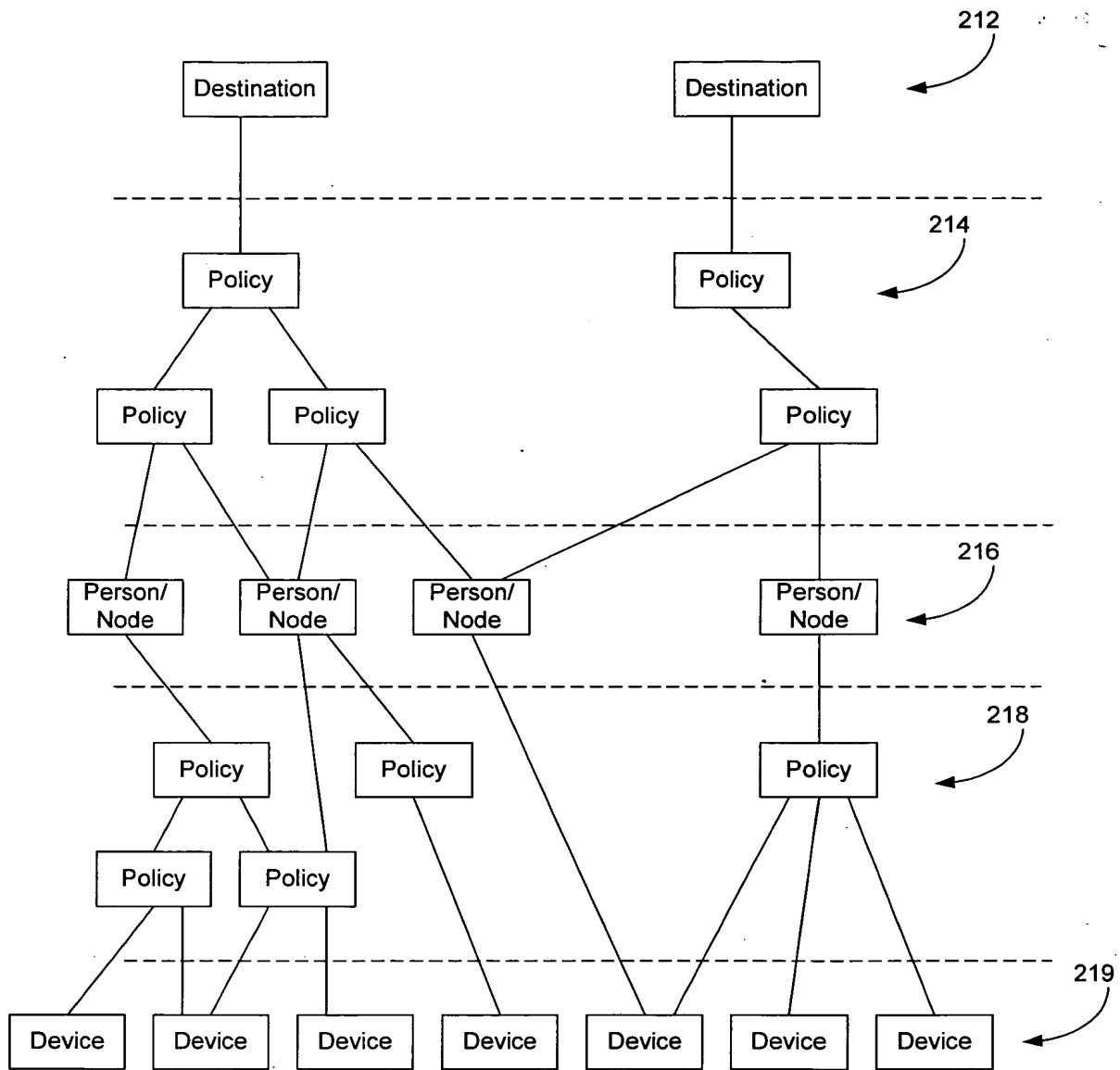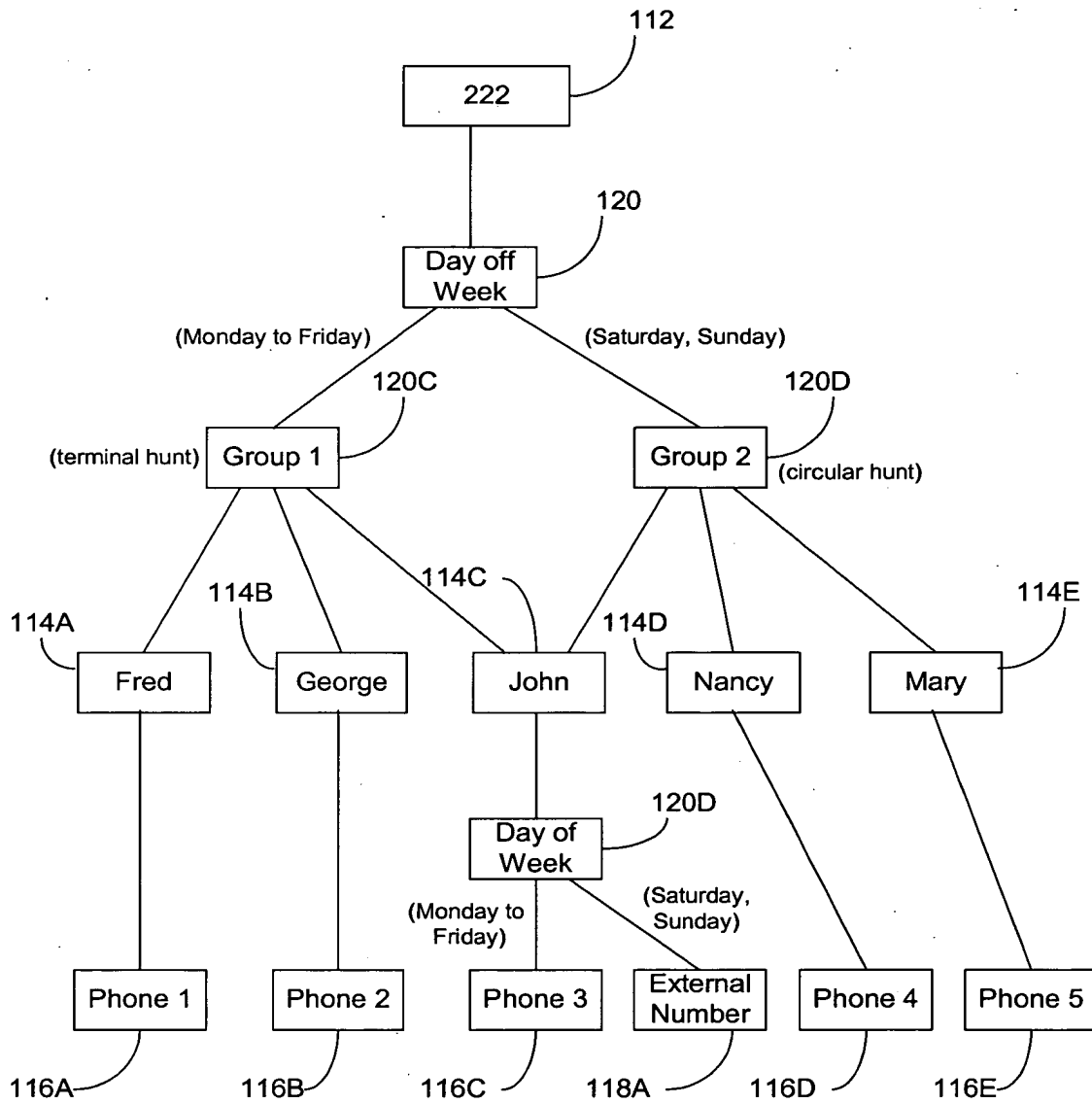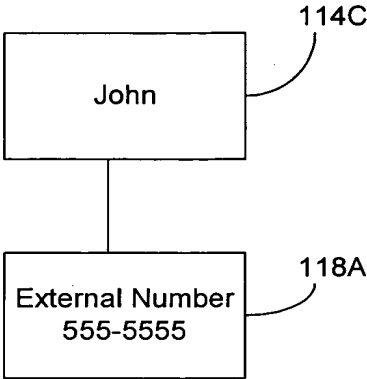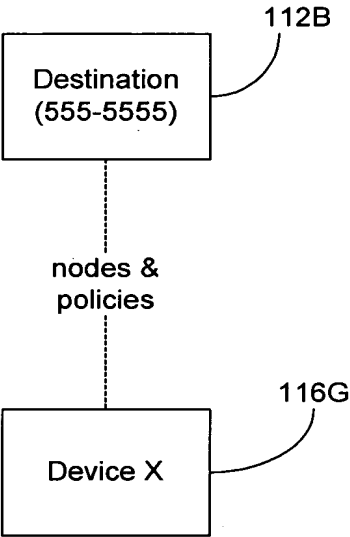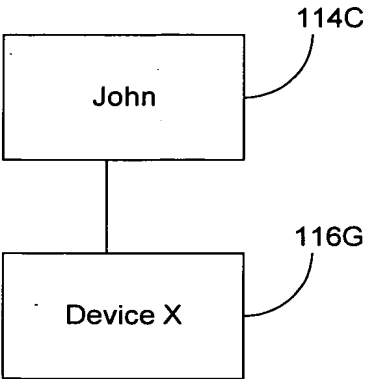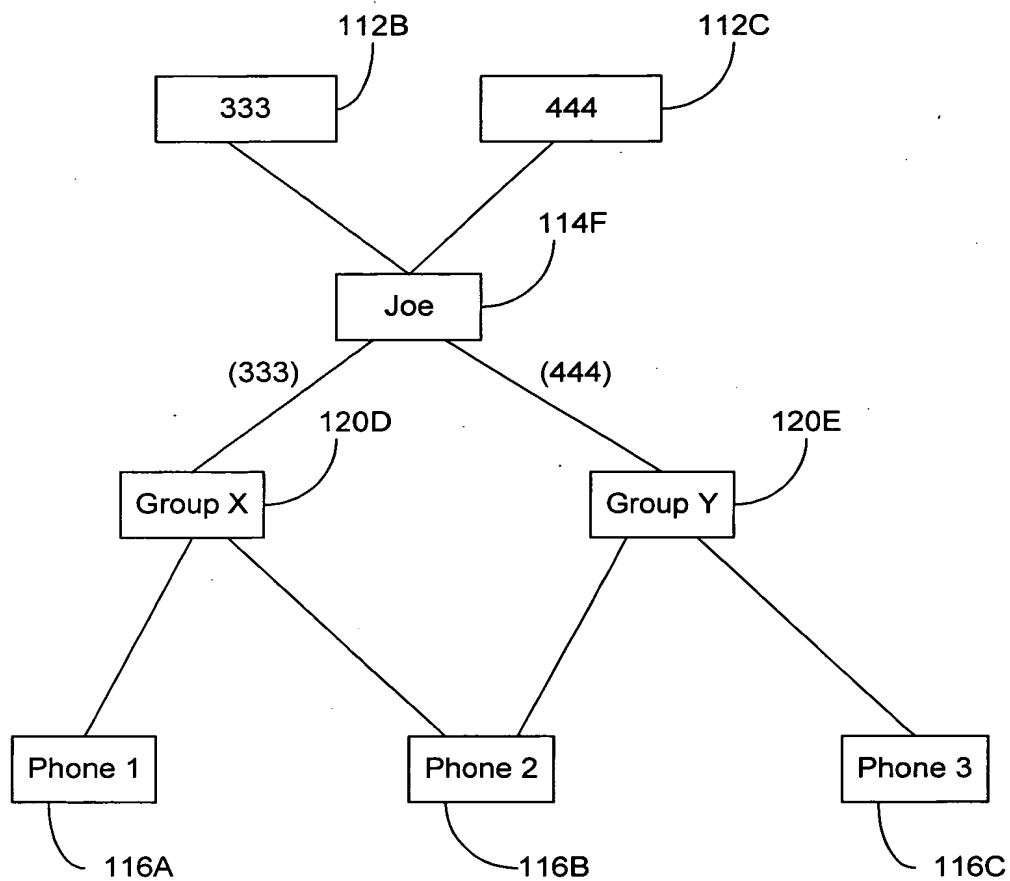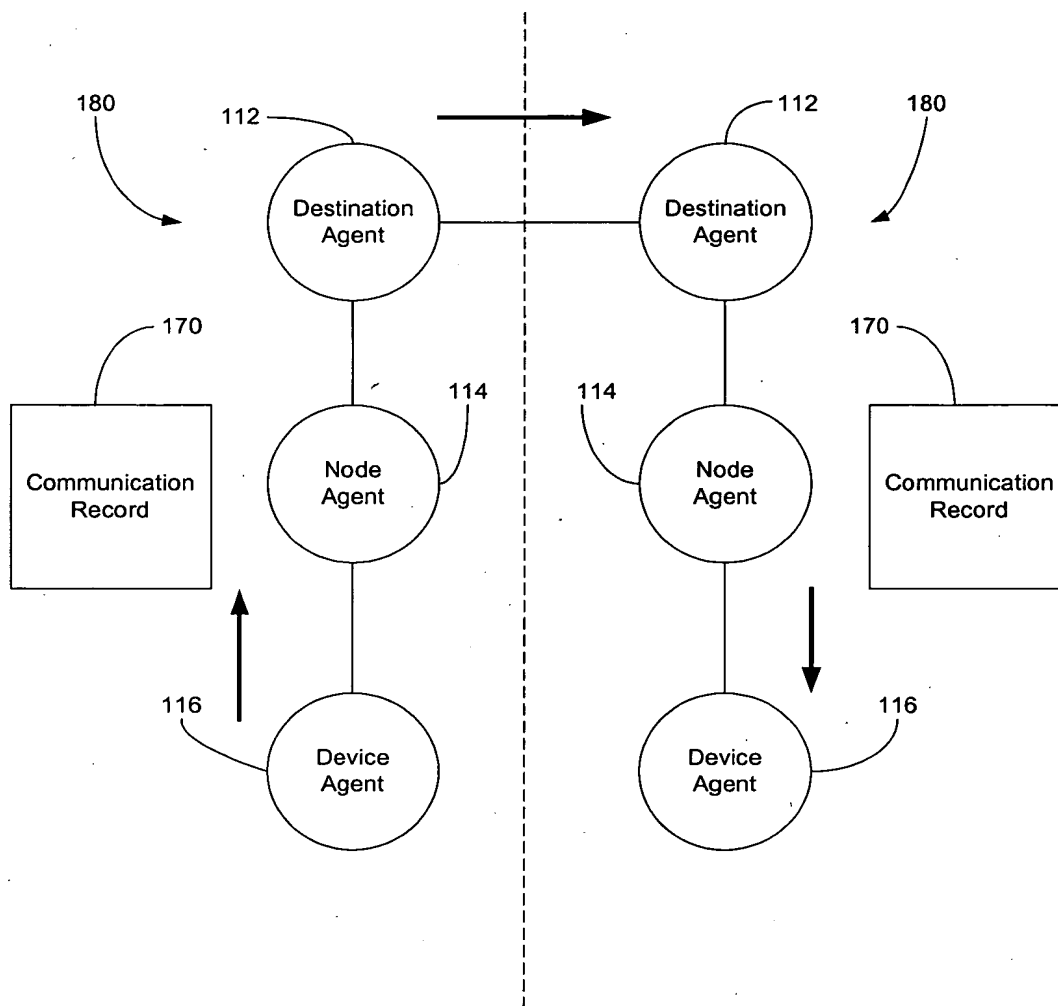
Figure 15C
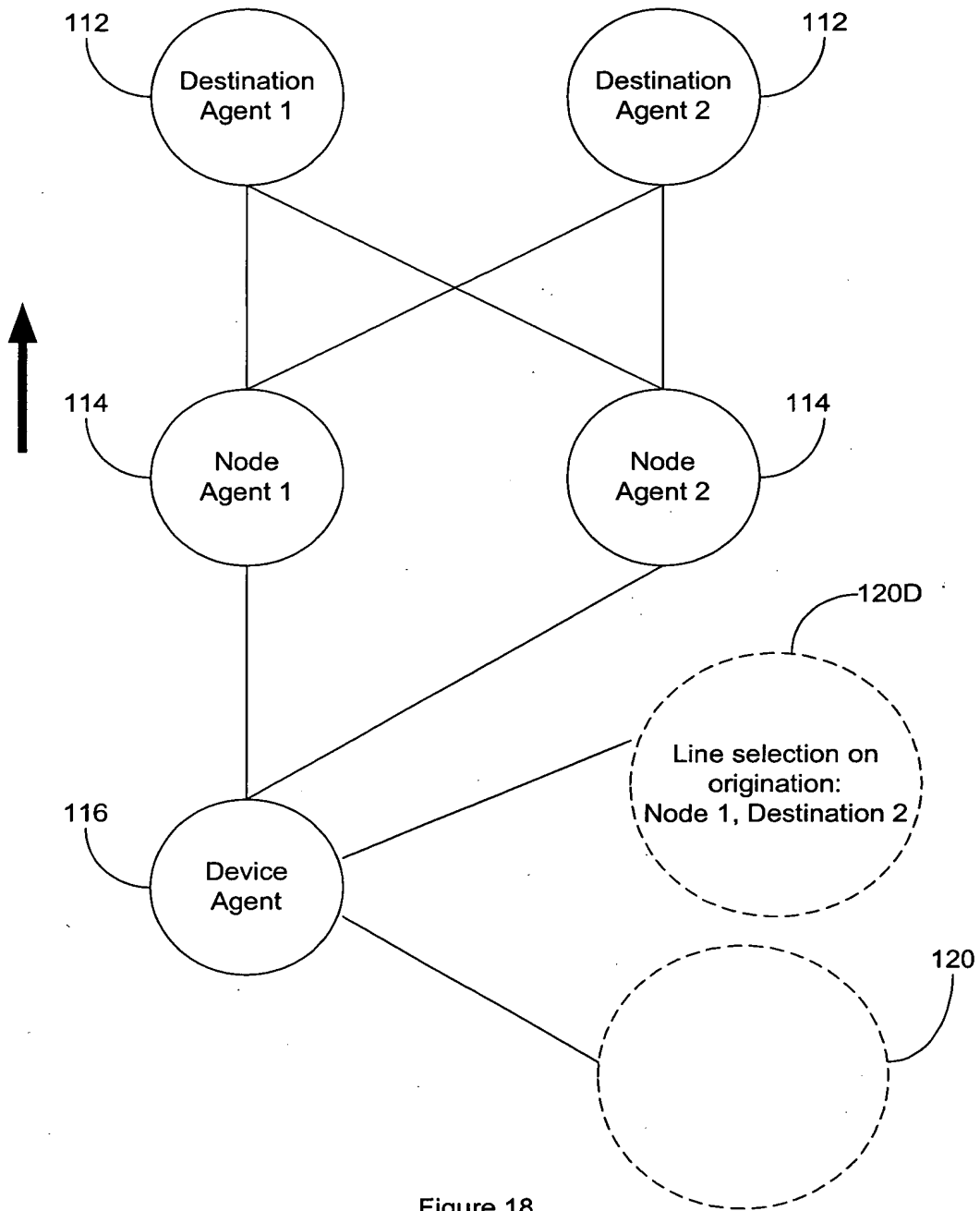
Figure 16
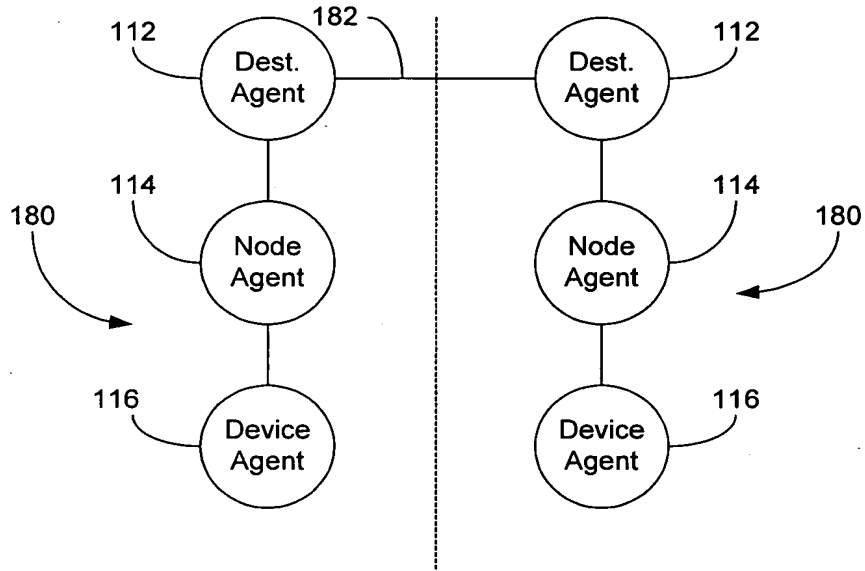
Figure 17

Figure 18
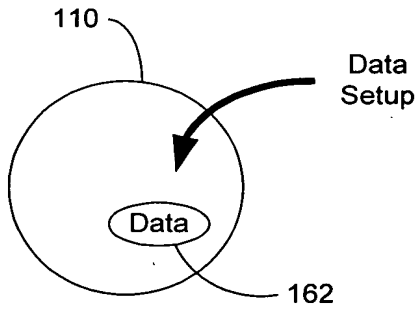
Figure 19A

Figure 19B
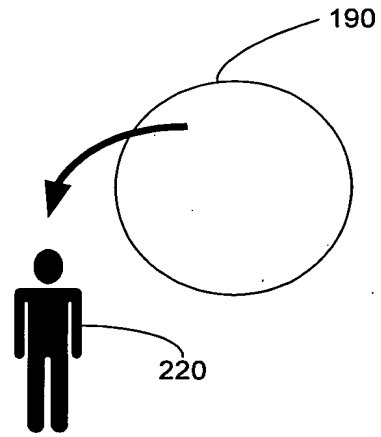
Figure 19C

Type 1 Features	Type 2 Features	Type 3 Features
• Hold • Transfer • Hot Line • Call Forward • Conference • Swap • Camp On • Queue • Call Park	• Turn on/off Do Not Disturb • Turn on/off Forwarding • Change Forwarding Destination • Program Speed • Calls	• Auto Attendant • Voice Mail • In Queue IVR • Log In
Figure 20A	Figure 20B	Figure 20C

Figure 21

Figure 22

191A

APS Feature V

120

Policy

198

Tone	Reason	PolicyID
T	U	

110

Agent

T

Figure 23